FE-1: Login

FR-1.1: User (Consumers, service providers, and admin) shall be able to log in by entering their registered email and password.

FR-1.2: The system shall ensure that the email format is valid. Upon detecting an invalid format, the system shall display the message: "Invalid email format."

FR-1.3: After validating the email format, the system shall verify if the email address is registered. If the email is not registered, the system shall display the message: **"Email not found."**

FR-1.3: Upon successful validation of both email and password, the system shall authenticate the user and complete the login process.

FE-2: Signup:

FR-2.1: Consumers and service provider shall be able to sign up by entering their name, phone number, email address, and password.

FR-2.1.1: The name must be unique and should consist only of the alphabet. The name must contain at least 3 letters and can be a maximum of 15 letters in length.

FR-2.1.2: The password should consist of 8 to 15 characters and must include at least 1 special character and 1 uppercase letter.

FR-2.1.3: The email should consist of a valid format, such as "example12@gmail.com."

FR-2.1.4: The phone number should consist of exactly 11 digits and must start with a valid company code selected from a dropdown list.

FR-2.1.5: The address should consist of at least 10 characters and can include only allowed characters, such as letters, numbers, and common address symbols.

FR-2.1.6: Service providers shall upload necessary documents, including their CNIC and police clearance certificate.

FR-2.1.6.1: The CNIC images (both front and back) shall consist of JPG or PNG formats and must not exceed 5 MB in size.

FR-2.1.6.2: The police clearance certificate shall consist of either Word (DOCX) or PDF formats and must not exceed 10 MB in size.

FR-2.1.7: The system shall ensure that all required documents and fields are filled in and formatted correctly. If any required field is empty or does not meet the specified format, the system shall display the message "Please fill in all required fields." If any required document is missing, the system shall display the message "Upload required documents."

FR-2.1.8: After all required fields are successfully completed, the system shall create the account and send a confirmation email to the provided email address with the message "Your account has been created successfully."

FR-2.1.9: The service provider shall receive a notification on the website and via email about the approval status of their registration.

FE-3: Service Booking:

FR-3.1: Consumers shall be able to select the desired service from a list of available home services on the system.

FR-3.2: Consumers shall fill out a booking form, which includes Service name, problem description, preferred date and time, Urgency level (urgent or regular service). The form shall also

allow the consumer to optionally upload relevant images(png and jgp extension of image and 20 MBs file can be uploaded).

FR-3.3: The system shall validate the form to ensure that all required fields are completed. In case any mandatory fields are left empty, the system shall display a message indicating that all fields are required.

FR-3.4: The system shall notify the service provider of the booking request. The notification shall include the service details, consumer's problem description, and estimated charges.

FR-3.5: The service provider shall respond to the booking request by either accepting or rejecting it.

FR-3.5.1: On acceptance, both the consumer and the service provider shall receive confirmation of the booking.

FR-3.5.2: In case of rejection, the consumer shall be notified, and the system will allow them to reschedule the service or select another provider.

FR-3.6: On confirmation, the consumer shall be able to view the full booking details, including Service provider's name and contact details, Scheduled date and time, estimated charges and the service provider shall be able to view Consumer's name, address, contact information, date and time Problem description.

FE-4: Service Status Update and Tracking:

FR-4.1: Service providers shall be able to update the status of their service at different stages, including "Service Started," "On Way/Arrived," and "Task Completed."

FR-4.2: When the service provider updates the status to "On Way/Arrived," the system shall notify the consumer that the provider is on the way and will indicate when the provider has reached the location, along with the estimated time of arrival.

FR-4.3: After the task is completed, the service provider shall update the status to "Task Completed," and the system will notify the consumer that the service has been successfully completed.

FR-4.4: When the task is complete, the consumer shall make the payment directly to the service provider.

FR-4.5: After payment, the service provider shall update the status to "Payment Received" in the system.

FR-4.6: The system shall allow the service provider to enter a description of the services performed and the amount received for each service. The system will then calculate and display the total payment amount at the end for clear transparency regarding the services provided.

FR-4.7: After the payment is entered, the system shall generate a digital receipt containing the consumer's name, date and time of service, description of services, and total payment amount.

FR-4.8: Both the consumer and the service provider shall receive a notification titled "Service Completed and Payment Made" once the task and payment processes are finalized.

FR-4.9: The consumer shall have the ability to view all status updates (Service Started, On Way/Arrived, Task Completed, Paid) in their account to maintain transparency.

FR-4.10: The consumer shall be able to view and download the receipt from their account for future reference.

FR-4.11: The system shall send a reminder notification to the service provider for updating the status after completing the task.

FR-4.12: The system shall prompt the service provider to confirm the payment when it isn't marked as received within one day after service completion.

FE-5: Add services
FR-5.1: The system shall allow the service provider to add new services by entering the service name, estimated charges, service type and an optional picture.
FR-5.2: When any required field (service name, estimated charges, service type) is left empty, the system shall display an error message stating, "All fields must be filled."
FR-5.3: The system shall permit the service provider to submit the service information.
FR-5.4: The newly added services shall be displayed in the consumer's search results, making them available for booking.
FR-5.4.1: Service provider shall be able to delete the added service according to needs.
FR-5.4.2: System display message add service is deleted now also deleted it from database.

FE-6: Cancel services
FR-6.1: The system shall allow the consumer to request service cancellation when the service provider has not started the service.
FR-6.2: The system shall check whether the service provider has initiated the service and whether 15 minutes have elapsed after booking before processing the cancellation request.
FR-6.3: When the service has already started, the system shall notify the consumer that the cancellation time has expired, and the service can no longer be canceled.
FR-6.4: The system shall permit the consumer to cancel the service successfully within 15 minutes after booking when the service has not started.
FR-6.5: On successful cancellation, the system shall send notifications to both the consumer and the service provider, informing them that the service has been canceled.

FE-9: History
FR-9.1: The system shall display a comprehensive list of all previously booked services by the user. Each entry shall include the Booking ID, Service Category, Date and Time of booking, and the Status (e.g., Completed, In Progress, Cancelled).
FR-9.2: The user shall be able to select a specific booking entry from the history list by clicking on it.
FR-9.3: The system shall display detailed information about the selected booking. This information shall include the service provider's name, contact details, the amount paid (if applicable), and the service location (if applicable).

FE-7: Block servicer provider:
FR-7.1: The system shall allow the admin to view and assess consumer reviews and ratings for the service provider's performance.
FR-7.2: The system shall enable the admin to block a service provider if the reviews ratings consistently indicate poor service quality and fall below 40%.
FR-7.3: On blocking a service provider, the system shall send a notification to the provider's email, confirming that their account has been blocked due to poor rating.

FE-8: Edit profile:
FR-8.1: Consumers and service providers shall be able to enter and modify their profile information, including their name, email address, phone number and password.

FR-8.1.1: The name must be unique and should consist of alphabets only no numbers or special characters should be allowed. The name must contain at least 2 letters and can be a maximum of 15 characters in length.

FR-8.1.2: The system shall validate that the phone number contains exactly 11 digits and shall ensure that the phone number starts with a valid company code selected from a dropdown list.

FR-8.1.3: The system shall validate that the email follows the correct format, such as "example12@gmail.com."

FR-8.1.4: The system shall validate that the password is at least 8 characters long, contains at least 1 special character, and at least 1 uppercase letter.

FR-8.2: Both consumers and service providers shall have the option to upload a new profile picture (optional) in JPG or PNG format, with a maximum size of 2 MB, to enhance their visibility.

FR-8.4: The system shall validate that all required fields are filled. If any field is empty, the system shall display a "Fields cannot be empty" message.

FR-8.5: Service providers shall be able to build and edit their profile.

FR-8.5.1: Service providers shall be able to enter and update a detailed description of the services they offer, including types of services (plumbing, electrical work, mechanical repairs), an overview of their experience or qualifications, and any specialties or unique features of their services.

FR-8.5.2: Service providers shall provide estimated pricing for each type of service offered, including the base price for standard services, additional fees for extra services or special requests, and an explanation of pricing factors such as time estimates and materials used.

FR-8.5.3: Service providers shall be able to enter and update their availability for appointments, specifying working hours and any limitations in their schedule.

FR-8.5.4: Service providers shall have the option to upload a profile picture in JPG or PNG format, with a maximum size of 2 MB, to enhance their visibility.

FR-8.5.5: Service providers may upload copies of any relevant certifications or licenses that support their qualifications. The uploaded files must be in Word (DOCX) or PDF format and should not exceed 10 MB in size.

FR-8.6: Once all changes are made successfully, the system shall display the message: "Information saved successfully."

FR-8.7: After the profile has been saved, the system shall send a notification on the website and via email to confirm that the consumer's and service provider's profile has been saved.

FE-10: Review and Rating

FR-1.1: The user shall be able to select a rating from 1 to 5 stars after using a service.

FR-10.2: The system shall save the selected rating along with the review comment (if provided) for the service and display a confirmation message.

FR-10.3: The user shall have the option to write a comment in addition to their rating.

FR-10.4: The system shall provide a text box for the user to type their comment, and both the rating and comment shall be stored together when submitted.

FE-11: Add to Favorite

FR-11.1: When the user interacts the icon (representing "Add to Favorite") for a service, the system shall save that service to the user's "Favorites" list.

FR-11.2: The system shall display a confirmation message after successfully adding the service to the "Favorites" list.

FR-11.3: The user shall be able to navigate to the "Favorites" section on the website to view saved services.

FR-11.4: In the "Favorites" section, the system shall display a list of all services the user has saved, including details such as the service name, category, and provider information.

FR-11.5: The user shall go to the booking section if they wish to book any service. Booked services shall be displayed in the "History" section, reflecting their booking status.

FE-12: Safety Call

FR-12.1: When the user selects the "Emergency" option on the website.

FR-12.2: Accessed via a mobile device, the system shall initiate a call to the police using the user's device.

FR-12.3: Accessed from a desktop or a device without calling capability, the system shall display a pop-up with the police emergency contact details and prompt the user to dial manually.

FR-12.4: The system shall automatically transmit the user's name, phone number, and complete address to the police to facilitate a quick response.

FR-12.5: On desktop devices, the system shall provide an option to send the user's information to the police without making a call.

FR-12.6: A confirmation message shall appear, indicating that the emergency request is being processed and the information is being shared with the authorities.

FE-13: Search:

FR-13.1: System shall be able to allow consumers to search for different home services.

FR-13.2: System displays the services present in database.